

Section V: Human Resources
Title: Safety and Benefits
Chapter: Workplace Violence Prevention
Current Effective Date: 9/21/16
Revision History: 4/1/04, 9/21/16
Original Effective Date: 8/1/86

Purpose:

The purpose is to coordinate and communicate the implementation of a workplace violence policy and guidelines for the department's employees and management.

Policy:

It is the policy of the Department of Health and Human Services (DHHS) to provide a safe workplace for employees free from recognized hazards and violence. Typical violent acts include, but not limited to: threats, intimidation, physical attacks and/or property damage by or against, employees. Such actions, including the use of weapons, will subject the perpetrator to serious disciplinary action and possible criminal charges. Employees who, in good faith, report real or implied violent behavior will not be subject to retaliation or harassment based upon their report. All incident reports shall be confidential and released only as permitted by applicable law.

Implementation:

1. Communication:
 - A. Each agency shall ensure that all employees are aware of the DHHS workplace violence policy.
 - B. New employees shall receive information about the DHHS workplace violence policy during orientation.
 - C. Continuing awareness of the department's workplace violence policy shall be the responsibility of each division/facility/school Director.

2. Crisis Management Team:
 - A. Crisis Management Teams are to be established as follows:
 - I. The Office of the Secretary shall have one team designated by the DHHS Secretary.
 - II. Each division central office shall have one or more teams designated by the division director.

III. Each facility shall have one or more teams designated by the division/facility/school director.

B. Crisis Management Teams shall consist of:

I. Crisis Management Coordinator - agency head or designee

II. Human Resources (HR) manager or designee

III. Agency police and/or Safety Officer/Representative

IV. Others at the discretion of the division/facility/school director, e.g. attorney, engineer or physician

C. The Crisis Management Team is responsible for:

I. Evaluation of reports of potential violence and determine planned interventions.

II. Coordination with local law enforcement or campus police and emergency services personnel.

III. Delivery of post incident debriefing.

IV. Contacting the Employee Assistance Program, when necessary.

V. Providing post-incident analysis and recommendation of preventive measures.

VI. Establishment of an internal communication system.

VII. Establishment of a communication process with media, Office of the Secretary, and family members.

VIII. Coordination of program training/awareness for staff.

IX. Establishment of on-going agency operations.

X. Identification of high risk areas for potential violence within the facility and recommend corrective action.

3. Training:

A. Training should be provided to employees for each of four (4) employee groups: Management, Crisis Management Team, Supervisor, and Employee. Training content for each group follows:

I. Management -- Awareness of department policy, legal liability, what constitutes violence, state direction, and management's role

II. Crisis Management Team -- Define various team roles, strategies and techniques for preventing workplace violence, implementing violence interventions, follow up and debriefings

- III. Supervisor -- Communicating effectively, documentation, recognizing signs and symptoms affecting workplace behavior, and dispute/conflict resolution
- IV. Employee -- Awareness training on department policy and reporting requirements

4. Notification:

- A. Employees shall report any acts or threats of violence to their immediate supervisor and/or agency HR manager immediately upon occurrence or knowledge thereof.
- B. Supervisors shall immediately assess any reports of violence, gather factual data and report findings to their supervisor or designated person. A determination will be made as follows:
 - I. No further action is warranted, or
 - II. Action is warranted and notification is made to the Crisis Management Coordinator for further direction.

5. Reports:

- A. Each division/facility/school shall document and maintain records of workplace violence incidents. .
- B. Site incident report records shall be maintained for a period of two (2) years.

For questions or clarification on any of the information contained in this policy, please contact [Human Resources](#). For general questions about department-wide policies and procedures, contact the [DHHS Policy Coordinator](#).